

Information Services Board Meeting Minutes – October 9, 2002

Department of Information Services Boardroom, The Forum Building
Olympia, Washington

Members Present:

Glenn Anderson
Everett Billingslea
Emilio Cantu
Marty Daybell
Earl Heister
Ed Lazowska
Stuart McKee
Fred Stephens

Members Absent:

Darlene Fairley
Tom Fitzsimmons
Jayasri Guha
Mary McQueen
Laura Ruderman
James West

Roll Call

A sufficient number of members were present to constitute a quorum.

Approval of Minutes

The minutes from the August 8, 2002 were approved.

Department of Labor & Industries IT-related budget decision packages

Gary Moore, Director of the Department of Labor & Industries, presented their request for legislative funding for the 2003-2005 biennium for IT initiatives that support digital government. He stated that the first two requests represent the agency's commitment to Internet commerce and the third is an improvement in agency infrastructure. While the total cost is approximately \$7 million it will improve the operations of the agency and it is anticipated to pay for itself in less than six years. A lot of the work that will be done builds upon what L&I is currently doing to create an accounts receivable and collections systems for their claims division, industrial insurance third party program, and the agency website. Currently L&I has 16 separate accounts receivable systems that function in a decentralized manner and do not have the ability to roll up to show either the total funds owed to L&I or the dollar amount owed by a client. L&I wants to create a centralized accounts receivable and collections system where the information is processed on a daily basis and detailed account data is available. The result will be improved collections activities across the board for the agency and would provide for use of debit and credit cards in the 22 service locations across the state for customers to pay industrial insurance premiums, electrical

permits, etc. In addition the State Auditor has raised concerns with their reconciliation problems between accounts receivable systems that are decentralized and the roll-up to the state's accounting system – this proposal would resolve that issue. He stated that their proposals build on work that has already been done for the industrial insurance claims, third party program, and pension program and will allow L&I to expand to the other accounts receivable activities across the agency.

The second package requested is for online reporting and customer access for the industrial insurance program, which is the continuation of the feasibility study that L&I brought before the Board for the current biennium and was subsequently funded by the legislature. The project would set up the infrastructure for Internet-based claims processing system that would include an imaging system to make all documents in a claim file accessible via the Internet. In the upcoming biennium a pilot program will be implemented for customers to test the system. If subsequent funding is not provided the system could function on a stand-alone basis and at the end of the 2003-2005 Biennium customers would be able to review the status of claims using the Internet, allowing workers, employers, medical providers and others to check the status of claims 24 hours a day in a secure website. In addition the customers would be able to do a number of things electronically such as updating claim information, request time loss, protest or appeal decisions, or email the claims manager information.

The third proposal deals with L&I's website. Mr. Moore stated that while a number of improvements have occurred in regards to the design of their site, the agency has conducted usability testing and wishes to redesign it as necessary to ensure customers can find and understand what they need.

**Community and Technical
Colleges Administrative
Systems Rehosting Project**

Charlie Earl, President of Everett Community College and Chair of the Center for Information Services (CIS) Executive Committee, along with Sandy Wall, Director of Administration and Corey Knutsen, CIS Executive Director, provided some introductory comments and stated they are seeking approval to select a vendor to re-host their administrative applications system. The current legacy system handles the core administrative functions of running 34 community colleges in the state, including their financial, student registration, records, financial aid, human resources, and payroll systems. CIS had looked at rewriting the current system program but found that it would be extremely costly and time consuming. Mr. Knutsen stated that CIS has explored options for replacing their current legacy system, which runs on a Hewlett Packard (HP) 3000 platform and is outdated. CIS released a request for information in 2001 and discovered from the vendor responses that many businesses are choosing the re-hosting alternative instead of

replacing their legacy applications. The plan has three phases: business case analysis and plan development; proof of concept; and re-hosting implementation. The total cost is estimated at \$18-21 million. If approval is received from the ISB, CIS plans to release the request for proposal (RFP) by the end of November. A motion was made to approve CIS' request to issue an RFP to begin the project. The motion passed unanimously.

**Department of Information
Services Security Update**

Stan Ditterline, DIS Senior Technology Management Consultant and Jeff Scheel, R&G Associates, provided a status on the agency security compliance letters. Stan stated that in June of 2001 the Information Services Board (ISB) approved the IT Internet security program charter and as part of that charter was the establishment of an independent security analyst, Jeff Scheel, who would review the state's security program and report back to the ISB periodically. The annual compliance letter regarding their respective information technology security programs was due from each agency on August 31, 2002. Mr. Scheel stated that there are 56 letters received to date, which represents about 50% of agencies, boards, and commissions that are under the purview of the ISB. Of those approximately 50% have a plan in place, 27% have their plans completed, and 80% responded saying they were either done, or have a plan with a projected completion date. There is a requirement that agencies must have their plans completed by October 2003 when independent audits will be conducted. Several members of the Board asked how DIS planned on enforcing the compliance letters. Jeff Scheel stated he would be working with DIS on that issue and report back to board at a future meeting. Mr. Scheel said that the Washington Computer Internet Response Center (WACIRC), which is in response to Governor Locke's request to have a consolidated incident response process, has been meeting regularly. They currently are working on formalizing the communication plan for alerts and advisories and notification processes are in place both in-band and out of band. A data collection process has been established for security instances and a browser-based tool has been developed to collect that information.

**Department of Information
Services Agency Certification
status on Portfolio and Disaster
Recovery.**

Stan Ditterline stated that of the 51 letters received from agencies, 88% indicated they have completed the development or updated their portfolios and a small percent are in the process of updating them. Of the 53 Disaster Recovery letters received, 88% indicated they had reviewed, updated, and tested their disaster recovery plans, with nine agencies still in process. DIS will be following up with those agencies that have not reported.

**Information Services Board
Systems Subcommittee Update**

Item deferred to the next meeting.

New Business

Ed Lazowska asked for review of the status of the Health Care Authority's (HCA) Insurance System Replacement Project. Tom Parma, DIS, provided general information and it was decided that the HCA would be asked to appear at the December Board meeting to present a current status.

Adjournment

The meeting was adjourned.